



# Hotline Call Handler Training

SLO Hotline Call Handler Volunteers are trained to staff San Luis Obispo County's only 24-hour mental health support, information, crisis and suicide prevention line. The volunteer position's 32-hour training involves professional development unmatched by traditional volunteer programs. Participants learn communication skills, gain knowledge of mental health topics, and receive training to be a resource specialist.

SLO Hotline Call Handler Volunteers make a difference in the lives of youth, seniors, and families by helping them locate resources and support services. Volunteers learn the skills required to appropriately assist and refer callers to community agencies and aid in defusing crisis situations. This training requires a commitment to volunteer at SLO Hotline.

## FALL 2019 TRAINING SCHEDULE

**Fridays October 4, 11, 18**  
**9:00am—4:00pm**

TMHA Main office  
784 High Street  
San Luis Obispo

**PLUS**

**October 25 & 26**  
**8:00am-5:00pm**

Unitarian Universalist Fellowship  
2201 Lawton Avenue  
San Luis Obispo

Please contact Caity McCardell at 805-540-6557 or [cmccardell@t-mha.org](mailto:cmccardell@t-mha.org) to apply.



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